THE BEACONVIEW

State of North Carolina Office of the State Controller

Move That Bus!

Extreme Makeover Concept Introduces New HR/Payroll System to State Employees

During the State's January 24 rendition of Extreme Makeover Home Edition – Extreme Makeover State Edition – employees were shown examples of what they can expect to see when the new HR/Payroll system goes live in, as Program Director Lowell Magee put it, 491,400 minutes or 341 days or 48 weeks.

After State Controller Robert L. Powell thanked attendees for their hard work to date, the show got started with a video snippet of Drake PMIS, played by the Office of State Personnel's own Drake Maynard, and Edith Payroll, played by the Office of State Controller's own Edith Cannady, explaining some of the reasons why the State needs a new human resource and payroll system. They pointed out that:
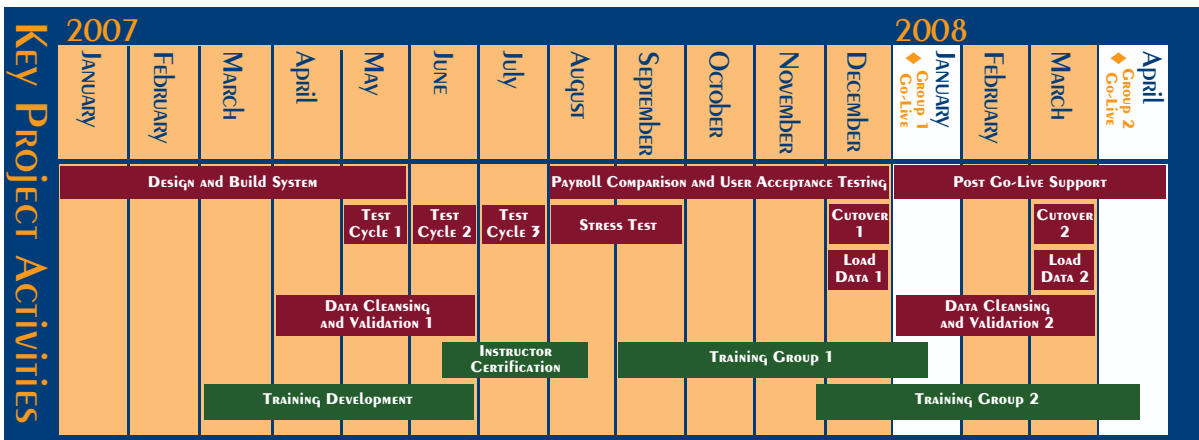
- The State's Central Payroll system was implemented 25 years ago
- PMIS was implemented 30 years ago
- In the current system the same information is keyed and re-keyed into various systems, which increases errors and impairs data integrity
- Information cannot be shared among systems, which makes it difficult to produce accurate and timely information
- The systems are written in outdated programming languages that few people understand today

During the Blueprint Highlight portion of the show, Julie New, the project's human resources lead, showed attendees sample screen shots of how various human resource and benefits processes will work in the new system. She made it a point to reiterate that using the new system will be as simple as being able to "point and click" with a mouse.

As she wrapped up her presentation, New identified numerous key advantages that the new system will offer, these include:

- A unique employee identifier vs. SSN – Employees will no longer be identified by their SSN, instead they will have a unique employee identifier that will follow them throughout their State career and into the retirement system.
- Drop down boxes vs. memorized codes – The current systems require users to memorize codes. In the new system drop down boxes eliminate this need.
- Integration across application areas – The current systems operate in silos and do not communicate well with each other. In the new system, because all data is stored in one database, information is accessible across application areas (e.g. HR actions automatically kick-off payroll and benefits activities).
- Single entry vs. dual entry – In the current system data has to be entered multiple times in multiple locations. In the new system, which features a single system of record, data needs only to be entered into the system once.

Following the HR and Benefit's highlights, attendees learned about Employee Self Service (ESS), which offers a means through which State employees will be able to access and maintain personal information in the new HR/Payroll system.

Employees will be able to access the ESS website, or portal, from any computer with Internet access. Once in

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"BEACON represents a significant change for all organizations within our State. BEACON is a multi-year effort that requires energy, excitement and hard work from all of us. It will touch all State employees as well as the citizens we serve."

— State Personnel Director Thomas H. Wright

Deployment Group I Agencies

(January 2008)

- Department of Administration/ Lt. Governor's Office
- Department of Correction
- Department of Revenue
- Department of Transportation
- Governor's Office / Office of State Budget & Management
- Information Technology Services
- Office of State Controller
- Office of State Personnel
- State Board of Elections

* All other agencies are scheduled to go-live April 2008.

Key Project Activities

	2007												2008			
	January	February	March	April	May	June	July	August	September	October	November	December	January ◆ Group 1 Go-Live	February	March	April ◆ Group 2 Go-Live
		Design and Build System						Payroll Comparison and User Acceptance Testing					Post Go-Live Support			
					Test Cycle 1	Test Cycle 2	Test Cycle 3	Stress Test				Cutover 1			Cutover 2	
												Load Data 1			Load Data 2	
				Data Cleansing and Validation 1										Data Cleansing and Validation 2		
							Instructor Certification		Training Group 1							
				Training Development							Training Group 2					

the portal, among other things, employees will be able to:

- Securely update personal information
- View and print past and current pay stubs
- Access multiple-year W-2 information

In regard to the system's ability to capture time and leave, Anita Ward, the project's functional team lead explained that:

- Work time and leave time can be captured in one timesheet screen
- Holiday calendars will be in the system and will be checked during the time evaluation process
- Overdrawn leave will be prevented. However, there will be a process for advancing leave
- Policy compliance can be better enforced, as all of the rules will be configured in the system
- System supports positive and negative time reporting

As far as the systems integration with payroll is concerned, Ward pointed out that:

- Shift Premium pay can be automated based on shift assignment
- Automatic payout of comp time can occur, when appropriate
- The time evaluation process feeds information to payroll, eliminating the need to key information obtained from a separate time keeping system into the payroll system

One of the most anticipated portions of the show dealt with the new system's reporting capabilities. "Ooohs and Aaahs" abounded when Karen DeLeon, the project's reporting lead, demonstrated functionality such as, the ability to:

- Drag and Drop – The ability to move data on and off the report view
- Drill Down – The ability to move from a highly aggregated view of the data, say a report that lists the total number of new hires in the last year, to a more detailed view of the data (i.e. the names and hire dates of all the employees hired within the last year).
- Filter – The ability to narrow the focus of the report to the key data being analyzed. An example is to filter the new hires report to only those new hires who are minority females.
- Sort – The ability to automatically sort data in ascending or descending order.

Unlike with current reports, DeLeon explained that with the new system reports can be run on demand by designated HR and Payroll users without impacting transaction processing. Additionally, reports are easy to download to Excel and combine with non-SAP data and navigation functionality will provide multiple views of single datasets.

DeLeon stressed that in the new system reporting capabilities will be:

- Secure – Users view only what they are allowed to view based on Access Rights
- Accessible – Reports will typically be on the web for easy access
- Flexible – Users can add to the report display a selection of defined data elements to fine tune their view of data
- Easy to use – Functionality controlled by icons and dropdown menu options

Following the reporting overview, Deputy State Controller Gwen Canady reviewed pre-go-live and post go-live standardization issues.

Some of the pre-go-live standardization issues include requiring that all employees paid through Central Payroll participate in Direct Deposit as a condition of their employment and replacing the three different job description forms (PD-102R, the PD-OSS and Career Banding) with one form that can be used for both OSBM and OSP purposes and for both graded and banded positions.

Some of the post-go-live standardization issues include requiring all agencies to use two decimal places (1/100th increments) to record time, defining a single leave accrual period and treating all parking deductions as pre-tax deductions.

Following the standardization segment, Lowell Magee and Edward Brodsky, the project's change and communications team lead, provided a timeline of key activities, clarified the roles BEACON Support Team members will play and stressed each person's increased involvement throughout the Realization phase of the project.

Another hot topic for attendees dealt with training. Shirley Patterson, the project's training lead, explained that all the State's HR/Payroll professionals will receive the appropriate training for their specific job functions.

Additionally, the BEACON HR/Payroll Project Team will offer multiple training opportunities using both traditional (classroom style) and

Extreme Makeover State Edition Host Tyler Jones points out some of the features of Employee Self Service.

innovative (online) methods.

Patterson pointed out that four streams of training will start in September. These include:

- Four months prior to go-live offering SAP basic navigation
- Three months prior to go-live reviewing new business processes and policy changes
- Two months prior to go-live offering classes with "hands-on" exercises for SAP transactions
- One month prior to go-live encouraging as many practice sessions as possible

Following the training segment, Deputy Program Director Andrew Koenigsberg discussed deployment and support. Specifically, he explained that once the new system goes live, BEACON personnel will be available to assist agencies with post go-live support and continually identify additional training needs and process improvements.

He explained that transition centers, staffed with BEACON personnel, will be set up around the State to assist agencies with software and/or process issues. Moving forward, a BEACON Support Center, called BEST (BEACON Enterprise Support Team); will be established to assist agencies throughout 2008 and beyond.

The program ended with Powell once again thanking attendees and reiterating that the new system will provide the foundation for all future state business operations. [BEACON]

Agency Human Resource Directors, Payroll Officers Meet with Project Team to Discuss Blueprinting Summary

In the continued effort to keep two-way communication going, the BEACON HR/Payroll Project Team invited the State's Human Resource Directors and Payroll Officers to meetings on Jan. 4 to answer questions about the blueprinting phase of the project and further discuss their roles as the project moves into the realization/building phase.

To better address each group's specific concerns, separate sessions took place, with Project Team representatives meeting with Human Resource Directors in the morning and with Payroll Officers in the afternoon

State Controller Robert L. Powell and Office of State Personnel Director Thomas H. Wright began each session by greeting participants and thanking them for their active participation in the State's efforts to improve its business infrastructure. Project Director Lowell Magee and Deputy Project Director Andrew Koenigsberg provided an overview of some of the State's policies and procedures that will be standardized as part of the project. Included in these initiatives is a shift to mandatory direct deposit for all State employees, a centralized reconciliation process for the State Health Plan, and creation of a standardized job description form for use throughout the State.

Anita Ward, the project's Functional Team Lead, provided an overview of the information included in the Blueprint Summary, a document which provides an easy to understand overview of the items included in the technically oriented 907-page Business Blueprint document. The Business Blueprint will be used by the Project Team to configure the system.

A panel comprised of representatives from each of the project's functional areas, the Project Management Office and the Steering Committee spent the remainder of each session answering questions and providing additional insights into the State's future HR/Payroll system.

Although participants asked a variety of questions, many questions centered around Employee Self Service (ESS). For those of you unfamiliar with ESS, it is the means through which employees will be able to access and maintain personal information in the BEACON HR/Payroll system. An employee will be able to access ESS from his or her home or work computer or from any other computer terminal with Internet access.

With ESS, employees will be able to:
Access and maintain personnel data, such as:
- Address
- Bank account
- Benefits

Access salary information, such as:
- Pay stubs (view and print)
- W-2s (view and print)
- W-4 tax withholding forms (fill out and print)

Access and view time and leave information, such as:
- Leave balances
- Timesheets

Functional Team Leads and Project Management Office Personnel sat on a panel to answer questions posed by agency Human Resource Directors regarding the BEACON HR/Payroll Project's Blueprinting summary document.

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